

30-day Money Back Guarantee

For your pet to get the most out of your Petzi Treat Cam™, you should connect to and dispense treats to your pet at least daily for three weeks. This allows time for your pet to associate the Petzi Treat Cam™ with the experience of hearing the Petzi Jingle and receiving a treat.

If you are not fully satisfied with your Petzi Treat Cam™ product, simply return the product to Petzila within 30 days of receipt of the product. Your purchase price will be refunded. All returns must be in original packaging. You must include your original sales receipt for the Petzi Treat Cam™ and a reason for return. Your shipping, handling, and installation costs are not refunded when returning the product. Money back returns are limited to one unit per year. Petzila is not responsible for any lost mail.

To return the product, package the Petzi Treat Cam™ in its original packaging, include your original sales receipt and reason for return, and ship it with a postmark no later than 30 days from the date of purchase or the date it was shipped to:

Petzila Customer Care
60 S. Market Street, Suite 260
San Jose, CA 95113

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Who To Contact?

If you have specific questions about this limited warranty or any product returns call or email:

Petzila's Customer Service Department at:

- o 1-855-Petzila (855)-738-9452
- o support@petzila.com

Limited One Year Warranty

Petzila® warrants that your Petzi Treat Cam™ will be free of defects in materials or workmanship under normal and proper home use for one year from the original date of purchase or if sold on-line the date of shipping. Petzila will, at its option, repair or replace the Petzi Treat Cam™ without charge upon its

receipt of proof of the date of purchase or shipping date. If a replacement Petzi Treat Cam™ is necessary to service this warranty, the replacement Petzi Treat Cam™ may be new or reconditioned. If a replacement Petzi Treat Cam™ is sent, it will carry a non-transferrable warranty for the remainder of the original warranty period. Petzila will cover the return shipping cost for authorized returns but the purchaser will be responsible for the costs of shipping the product to our warrantee center.

What is not covered by the Limited Warranty?

THIS WARRANTY DOES NOT COVER CONSEQUENTIAL OR INCIDENTAL DAMAGES SUCH AS PROPERTY DAMAGE AND DOES NOT COVER INCIDENTAL COSTS AND EXPENSES RESULTING FROM ANY BREACH OF THIS WARRANTY, EVEN IF FORESEEABLE. Some states do not allow the exclusion or limitations of incidental or consequential damages, so the above limitation or exclusion may not apply to you depending on the state of purchase.

This warranty does not cover damages caused by repairs by anyone other than Petzila or its authorized service providers, use of parts other than genuine Petzila parts, or damages caused by shipping damage, abuse, misuse, alterations, modifications, use with treats not conforming with the supplied instructions, use with non-domesticated animals, damage caused by a pet, outdoor use, improper installation, environmental conditions not normally found within a residence including without limitation excessive heat, sunlight, water, and smoke, failures of the surface on which the product is installed or sitting on, improper cleaning, or acts of God.

Other Limitations

THIS WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ANY OTHER EXPRESS WARRANTY, WHETHER WRITTEN OR ORAL. THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND WARRANTIES ARISING FROM COURSE OF DEALING, IS EXPRESSLY LIMITED TO THE PERIOD OF DURATION OF THIS LIMITED WARRANTY. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you depending on the state of purchase.

How do you obtain warranty service?

The Petzi Treat Cam™ is a high quality product and, with proper care, is intended to provide years of satisfying performance. However, should the need arise for warranty servicing, simply call Petzila Customer Service at our toll free phone number 1-855-Petzila (855)-738-9452. Please do not return your Petzi Treat Cam™ for servicing without first speaking to Petzila Customer Service to obtain a Return Merchandise Authorization (RMA) number. A Petzi Treat Cam™ returned without an RMA number will be returned to the sender without servicing.

Returns must be in original packaging with all original packing materials, include a copy of your original sales receipt for the Petzi Treat Cam™, and the RMA number provide by Petzila's Customer Service Department. The consumer is responsible for the cost of shipping the unit to Petzila for repairs.